



## Compli-Serve's FAIS Online Awareness and Testing programme:

Compli-Serve has developed a FAIS online awareness training and testing facility for all categories of Financial Services Providers.

All authorized users will be able to view and download training material (which covers the FAIS legal framework) and complete the online FAIS Test.

A 'Main User' is assigned for each client and is able to upload as many sub-users (from their FSP only) as they wish. The Main User is also able to draw an overall report of the specific FSP's test results over any given period and may draw specific details of the tests taken by specific users.

### The 'Main User' guide to add/load users within their company:

#### 1. Manual upload of sub-users:

**Step 1:** Log on to the Compli-Serve website at [www.compliserve.co.za](http://www.compliserve.co.za)

**Step 2:** Once on the homepage click on "FAIS Testing" in the menu bar to login.

**Step 3:** Login with your username and password

**Step 4:** Once on the Menu page click "Add users to your company"

**Step 5:** Add details of users & issue the user with his/her username & password.

#### 2. Bulk upload of sub-users via an excel spread sheet:

**Step 1:** Under the heading "Users" and "Bulk upload", you will find a bulk upload function.

**Step 2:** Down load the prescribed excel spread-sheet and fill in the details of the sub-users as below:

- First Name
- Last Name
- Company (this must be the company name that matches the company name that users are linked to)

- Is Manager? (this can be either 'y'/'yes' or 'n'/'no' (without the quotes) – but sub-users beside the Main user must be marked with a 'N').
- Email
- Username (must be unique, otherwise the user will not be added, suggestion: insert a unique number after the name)
- Password (minimum of 4 characters required)

**Step 3:** Upload the spread-sheet onto the site. (you will have to click on “browse” and then “upload”

**Step 4:** You will have to name the spread sheet and then click on “process”.

### **How to use the site: (“sub-user”)**

Step 1: once logged in with your unique login details, you may choose to do the following:

- Take a Test;
- View Training Material; (this can easily be downloaded when you click on this option);
- View Report (this will list the tests that you have taken, you are able to draw a summarised/detailed report and filter the reports by the date on which you took the test. You may also just click on “Filter” without choosing to filter specific fields – this will bring up a report of all tests taken. You may also print your results from this page.); and
- Edit your Details (within this option, you can edit your name, surname, email address and password. Please NOTE, if you change your password, please keep a note of the new password as Compli-Serve cannot view your changed password details and thus cannot send it to you if you lose it).

### **How to use the site: (“Main user”)**

**Step 1:** Follow the same steps as above for the normal use of the site. You will also have two further options as the Main User: Add sub-users to your Company and a “View Report” option for Main users (which will draw a report of all the sub-users' test results).

**Step 2:** if you wish to view a report of the sub-users who have taken the test and their results, please do the following:

- Click on “View Report”;
- Filter by sub-user's name/just press “**Filter**” alone (this will provide you with a report of **all** the users that have taken the test and their results.) You can “Print” this information.

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